

Statewide 9-1-1 Board 10 West Market St. Suite 2950 Indianapolis, IN 46204



July 21, 2015

Mr. David G. Simpson
Rear Admiral, USN (Ret.)
Chief, Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington, D.C. 20554

Re: Annual Information Collection As Mandated By the New and Emerging Technologies Improvement Act of 2008.

Sir,

Please find included in the electronic filing the information requested by your agency in a letter addressed to Governor Mike Pence. As the Indiana State Treasurer I also serve as Chair of the Statewide 911 Board. Should you have any questions please feel free to contact Barry Ritter, ENP, Executive Director of the Indiana Statewide Board at (317) 234-2507 or britter@IN911.net.

Kelly Mitchell

Treasurer, State of Indiana

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Cc:

Governor Mike Pence



Approved by OMB 3060-1122 Expires: March 31, 2018

Estimated time per response: 10-55

hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC's Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission's obligations under Section 6(f)(2) of the NET 911 Act:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction	
State of Indiana	

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Barry C. Ritter	Executive Director	Statewide 911 Board



B. Overview of State or Jurisdiction 911 System

1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2014:

PSAP Type ¹	Total
Primary	91
Secondary	44
Total	135

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:

Number of Active Telecommunicators	Total
Full-Time	Unknown, not reported to the state.
Part-time	Unknown, not reported to the state

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

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¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf.

² A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See Master Glossary* at 137.



Amount (\$)	\$ 80.5 million

3a. If an amount cannot be provided, please explain why.

This is expenditures from 911 funds only. This does not include expenditures that local government pays for from other funds.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	1,800,000
Wireless	3,399,698
VoIP	81,866
Other	
Total	5,281,564

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1.	Has your State, or any political subdivision, Indian tribe, village or regional corporation
	therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism
	designated for or imposed for the purposes of 911 or E911 support or implementation
	(please include a citation to the legal authority for such mechanism)? Check one.

5	Yes	\boxtimes
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H	No	

1a. If yes, provide a citation to the legal authority for such a mechanism.

IC 36-8-16.6-11

Enhanced prepaid wireless charge; initial charge; increase; federal government exempt

Sec. 11. (a) The board shall impose an enhanced prepaid wireless charge on each retail transaction that occurs after June 30, 2010. The amount of the initial charge imposed under this section may not

exceed one-half (1/2) of the monthly wireless emergency enhanced 911 fee assessed under IC 36-8-16.5-25.5 (before its repeal on July 1, 2012). The board shall increase the amount of the charge imposed under this section so that the amount of the charge imposed after June 30, 2012, under this section equals fifty cents (\$0.50).

(b) Subject to legislative approval, after the increase described in subsection (a) and after June 30, 2012, the board may increase the enhanced prepaid wireless charge to ensure adequate revenue for the board to fulfill its duties and obligations under this chapter and

IC 36-8-16.7.

- (c) A consumer that is the federal government or an agency of the federal government is exempt from the enhanced prepaid wireless charge imposed under this section.
- (d) This subsection applies to a provider that is designated by the Indiana utility regulatory commission as an eligible telecommunications carrier for purposes of receiving reimbursement from the universal service fund through the administrator designated by the Federal Communications Commission. A provider:
- (1) is not considered an agency of the federal government for purposes of the exemption set forth in subsection (c); and
- (2) is liable for the enhanced prepaid wireless charge imposed under this section with respect to prepaid wireless telecommunications service provided by the provider in its capacity as an eligible telecommunications carrier.

As added by P.L.113-2010, SEC.151. Amended by P.L.132-2012,

IC 36-8-16.7-32

Monthly statewide 911 fee; initial fee; adjustments; additional fees prohibited; exemptions

Sec. 32. (a) Except as provided in subsections (c) and (e), and subject to subsection (b) and section 48(e) of this chapter, the board shall assess a monthly statewide 911 fee on each standard user that is a customer having a place of primary use in Indiana at a rate that:

- (1) ensures full recovery of the amount needed for the board to make distributions to county treasurers consistent with this chapter; and
- (2) provides for the proper development, operation, and maintenance of a statewide 911 system. The amount of the initial fee assessed under this subsection is ninety cents (\$0.90).
- (b) The board may adjust the statewide 911 fee to ensure adequate



revenue for the board to fulfill the board's duties and obligations under this chapter, subject to the following:

- (1) The fee may not be raised or lowered more than one (1) time in a calendar year.
- (2) The fee:
- (A) may not be raised by an amount that is less than or equal to ten cents (\$0.10) without review by the budget committee; and
- (B) may not be raised or lowered by an amount that is more than ten cents (\$0.10) without legislative approval.
- (c) The fee assessed under this section does not apply to a prepaid user in a retail transaction under IC 36-8-16.6.
- (d) An additional fee relating to the provision of 911 service may not be levied by a state agency or local unit of government. An enhanced prepaid wireless charge (as defined in IC 36-8-16.6-4) is not considered an additional fee relating to the provision of wireless 911 service for purposes of this section.
- (e) A user is exempt from the fee if the user is any of the following:
- (1) The federal government or an agency of the federal government.
- (2) The state or an agency or instrumentality of the state.
- (3) A political subdivision (as defined in IC 36-1-2-13) or an agency of a political subdivision.
- (4) A user that accesses communications service solely through a wireless data only service plan.
- (f) This subsection applies to a provider that is designated by the Indiana utility regulatory commission as an eligible telecommunications carrier for purposes of receiving reimbursement from the universal service fund through the administrator designated by the Federal Communications Commission. A provider:
- (1) is not considered an agency of the federal government for purposes of the exemption set forth in subsection (e); and
- (2) is liable for the monthly statewide 911 fee assessed under subsection (a) with respect to communications service provided by the provider in its capacity as an eligible telecommunications carrier.

1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

Yes, during the 2014 session of the Indiana General Assembly, additional language was added to IC 36-8-16.6 and IC 36-8-16.7 to clarify that communication service providers who held their ETC from the Indiana Utility Regulatory Commission for purposes of receiving reimbursement from the Universal Service Administration as part of the Life Line program were not exempt from paying the 911 fee in Indiana.



2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? <i>Check one</i> .
■ The State collects the fees
A Local Authority collects the fees
A hybrid approach where two or more governing bodies
(e.g., state and local authority) collect the fees
3. Describe how the funds collected are made available to localities.
IC 36-8-16.7-37
Board's administration of fund; board's expenses; distribution to counties Sec. 37. (a) Subject to subsection (b), the board shall administer the fund in the following manner: (1) In each state fiscal year, the board may retain the lesser of:
(A) ten percent (10%) of the statewide 911 fees deposited in the fund in the previous state fiscal
year; or (B) the amount of fees deposited in the fund in the previous state fiscal year that would provide for the operating expenses of the statewide 911 system during the state fiscal
year for which the fees are retained; to pay the board's expenses in administering this chapter and
to
develop, operate, and maintain a statewide 911 system. The board may decrease the amount of fees retained by the board under this subdivision.
(2) After retaining the amount set forth in subdivision (1), the board shall distribute to the counties, in a manner determined by the board, the remainder of the statewide 911 fees in the fund. However, with respect to any state fiscal year beginning after June 30, 2012, the board shall first ensure a distribution to each county in an amount that is equal to the average annual amount distributed to all PSAPs in the county under IC 36-8-16 (before its repeal on July 1, 2012) and to the county under IC 36-8-16.5 (before its repeal on July 1, 2012) during the three (3) state fiscal years ending: (A) June 30, 2009;
(B) June 30, 2010; and
(C) June 30, 2011;
increased by a percentage that does not exceed the percent of increase in the United States Department of Labor Consumer Price Index during the twelve (12) months preceding the state
fiscal year for which the distribution is made. (3) If any statewide 911 fees remain in the fund after the distributions ensured under subdivision (2), the board shall distribute the fees as follows:
(A) Ninety percent (90%) of the fees shall be distributed to the counties based upon each county's percentage of the state's population.



- (B) Ten percent (10%) of the fees shall be distributed equally among the counties.
- (b) The board may not distribute money in the fund in a manner that impairs the ability of the board to fulfill its management and administrative obligations under this chapter.



D. <u>Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent</u>

Jurisdicti	on	Authority to Expenditure (Check of	re of Funds
		Yes	No
ate			
ocal		\boxtimes	
e.g., county, city, municipaling b. Please briefly describe a before collected by the entity	ny limitations on the	approval authority per ju	nrisdiction (e.g., l
b. Please briefly describe a fees collected by the entity Has your state establishe	ny limitations on the y, limited to wireline	approval authority per ju	
o. Please briefly describe a fees collected by the entity	ny limitations on the y, limited to wireline	approval authority per ju or wireless service, etc.)	
o. Please briefly describe a fees collected by the entity Has your state establishe	ny limitations on the y, limited to wireline d a funding mechani	approval authority per ju or wireless service, etc.)	



Sec. 38. (a) A PSAP may use a distribution from a county under this chapter only for the following:

- (1) The lease, purchase, or maintenance of communications service equipment.
- (2) Necessary system hardware and software and data base equipment.
- (3) Personnel expenses, including wages, benefits, training, and continuing education, only to the extent reasonable and necessary for the provision and maintenance of:
- (A) the statewide 911 system; or
- (B) a wireline enhanced emergency telephone system funded under IC 36-8-16 (before its repeal on July 1, 2012).
- (4) Operational costs, including costs associated with:
- (A) utilities;
- (B) maintenance;
- (C) equipment designed to provide backup power or system redundancy, including generators; and
- (D) call logging equipment.
- (5) An emergency notification system that is approved by the board under section 40 of this chapter.
- (6)Connectivity to the Indiana data and communications system
- (IDACS).
- (7) Rates associated with communications service providers' enhanced emergency communications system network services.
- (8) Mobile radio equipment used by first responders, other than radio equipment purchased under subdivision (9) as a result of the narrow banding requirements specified by the Federal Communications Commission.
- (9) Up to fifty percent (50%) of the costs associated with the narrow banding or replacement of radios or other equipment as a result of the narrow banding requirements specified by the Federal Communications Commission.
- (b) A PSAP may not use a distribution from a county under this chapter for the following:
- (1) The construction, purchase, renovation, or furnishing of PSAP buildings.
- (2) Vehicles.

be used.	ted NO, describe ii	ow your state or	jurisaiction accia	es now concercu n	anus can
De used.					



E. Description of Uses of Collected 911/E911 Fees

1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.

The Statewide 911 Board expended funds as follows:

- 1. to pay the board's expenses in administering this chapter and to
- 2. develop, operate, and maintain a statewide 911 system.

The Statewide 911 system is the public safety ESInet operated on behalf of the board by an independent contractor. The public safety ESInet receives all wireless 911 calls from every carrier and routes the call to the appropriate PSAP. The network is also used for Text to 911 Services.

The Statewide 911 Board distributes funds to the county auditor in each of the 92 counties. The counties fiscal body (county council) has the statutory authority for the appropriation of funds. The executive branch (county commissioners) have the statutory authority to approve claims for payment from the appropriated funds.

IC 36-8-16.7-38 (see 2a above) restricts the use of the 911 funds at the local level.

In CY 14 counties reported expenditures in the following areas:

Personnel

911 Network/Equipment

CAD Hardware/Software

GIS Mapping

Training/Education

Operational Costs

Call Logging Equipment

Emergency Notification Systems

IDACS/NCIC Connectivity

Radio Equipment in PSAP & first responders



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2. Please identify the allowed uses of the collected funds. Check all that apply.				
	Type of Cost	Yes	No	
	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)			
Operating Costs	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	\boxtimes		
	Lease, purchase, maintenance of building/facility		\boxtimes	
Personnel Costs	Telecommunicators' Salaries	\boxtimes		
	Training of Telecommunicators	\boxtimes		
Administrative Costs	Program Administration	\boxtimes		
	Travel Expenses	\boxtimes		
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch			
-	Lease, purchase, maintenance of Radio Dispatch Networks	\boxtimes		
Grant Programs		If Yes, see 2a.		
20 During the arruel	pariod anding Dagambar 21, 2014, described	he grants that we	ur state paid	

2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.



There were none in 2014.		

F. Description of 911/E911 Fees Collected

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.

Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$.90	State
Wireless	\$.90	State
Prepaid Wireless	\$.50 per transaction	State
Voice Over Internet Protocol (VoIP)	\$.90	State

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	10,074,138.62
Wireless	49,008,797.94



Prepaid Wireless	5,770,258.29
Voice Over Internet Protocol	7,219,523.48
Other	2,875.15
Total	72,075,593.48

2a. If an amount cannot be provided, please explain why.		
3. Please identify any other sources of 911/E911 funding.]
On average, the 911 fee pays for $45 - 50\%$ of operating costs at the relies upon other sources of funding to make up the difference. The of the following: property taxes, local option income tax, county funds, other.	Those funds come from	om one or more
Question 4 For the annual period ending December 31, 2014, were	Yes	No

Question	Yes	No
4. For the annual period ending December 31, 2014, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services? Check one.	\boxtimes	

4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.



See # 3 above.			



5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	45 – 50 % average
Local 911 Fees	Not permitted
General Fund - State	None
General Fund - County	Unknown
Federal Grants	Unknown
State Grants	Unknown



G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

	Question	Yes	No		
1. In the annual period funds collected for 9 jurisdiction made av designated by the fun Question 5? Check o					
available or used for any used for purposes otherw funds transferred, loane the amount, please inclu	what amount of funds collected for 911 purposes other than the ones designativise unrelated to 911 or E911 implement, or otherwise used for the state's general deastatement identifying the non-related were made available or used.	ed by the funding station or support ral fund. Along w	mechanism or , including any vith identifying		
Amount of Funds (\$)	Amount of Funds (\$) Identify the non-related purpose(s) for which the 911/E911 funds were used. (Add lines as necessary)				



H. Oversight and Auditing of Collection and Use of 911/E911 Fees

Question	Yes	No	
1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? <i>Check one.</i>	\boxtimes		
1a. If yes, provide a description of the mechanisms or procedure corrective actions undertaken in connection with such auditing a ending December 31, 2014. (Enter "None" if no actions were take	authority, for the		
(d) Beginning in 2013, the state board of accounts annually shall audit the expenditures of distributions under this chapter made during the immediately preceding calendar year by each PSAP that receives distributions under this chapter. In conducting an audit under this subsection, the state board of accounts shall determine, in conjunction with the board, whether the expenditures made by each PSAP are in compliance with subsections (a) and (b). The board shall review and further audit any ineligible expenditure identified by the state board of accounts under this subsection or through any other report. If the board verifies that the expenditure did not comply with this section, the board shall ensure that the fund is reimbursed in the dollar amount of the noncomplying expenditure from any source of funding, other than a fund described in subsection (f), that is available to the PSAP or to a unit in which the PSAP is located.			
(e) For each of the two (2) calendar years ending:(A) December 31, 2013; and(B) December 31, 2014;			
the state board of accounts shall submit, not later than March 1 of the year immediately following the particular calendar year, a summary report of the audits required by subsection (d) for the particular			

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- 3	Question Ves No.
- 13	
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- 10	

calendar year to the budget committee for the budget committee's review. A report submitted under this

subsection must be in an electronic format under IC 5-14-6.



2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected form subscribers matches the service provider's number of subscribers? Check one.		
2a. If yes, provide a description of any auditing or enforcement of undertaken in connection with such auditing authority, for the a 31, 2014. (Enter "None" if no actions were taken.)		
Effective July 1, 2015 Indiana will have the statutory authority to au	dit this requiremen	t.



I. Description of Next Generation 911 Services and Expenditures

Question	Yes	No
1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.	\boxtimes	

1a. If yes, in the space below, please cite any specific legal authority:

Indiana law does not restrict the use of funds by technology such as 911, E911 or NG 911 as independent components in offering 911 service. For example, the Statewide network is a component of NG 911 as are a few of the PSAPS by connectivity and CPE while other PSAPs remain operational in a legacy network and/or CPE.

Allowable expenses include all (3) levels of service as indicated by the bold type below.

IC 36-8-16.7-38

Permitted uses of distribution by PSAPs; annual reports to board by PSAPs; state board of accounts annual audit of PSAP expenditures; review by board; reports to budget committee; county 911 funds

Sec. 38. (a) A PSAP may use a distribution from a county under this chapter only for the following:

- (1) The lease, purchase, or maintenance of communications service equipment.
- (2) Necessary system hardware and software and data base equipment.
- (3) Personnel expenses, including wages, benefits, training, and continuing education, only to the extent reasonable and necessary for the provision and maintenance of:
- (A) the statewide 911 system; or
- (B) a wireline enhanced emergency telephone system funded under IC 36-8-16 (before its repeal on July 1, 2012).
- (4) Operational costs, including costs associated with:
- (A) utilities;
- (B) maintenance;
- (C) equipment designed to provide backup power or system redundancy, including generators; and
- (D) call logging equipment.
- (5) An emergency notification system that is approved by the



	Question	Yes	No
	ol period ending December 31, 2014, has your sdiction expended funds on Next Generation 911 Check one.		
2a. If yes, in the	space below, please enter the dollar amount that ha		
(\$)	of the statewide public safety ESInet. Local expenditures are unknown.		



3. For the annual period ending December 31, 2014, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on	interconnect w	e type of ESInet vith other state, ocal ESInets?
			the ESInet	Yes	No
a. A single, state-wide ESInet	\boxtimes		91		
b. Local (e.g., county) ESInet		\boxtimes			
c. Regional ESInets		\boxtimes	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]		
Name of Regional ESIr	net:				
Name of Regional ESIr	ıet:				



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4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.

The Statewide 911 Board in cooperation with the Indiana Department of Administration published Request for Service 15-12 in July, 2014. RFS15-12 calls for a single statewide wireless ESInet (as is the case today) or for multiple ESInet deployments. At the December 2014 meeting of the Statewide 911 Board, award letters were granted to AT&T and Indigital Telecom for the build out and operation of (2) two statewide wireless ESInet that meet the i3 standard and are totally redundant. Indiana's move to more than a single ESInet was done for two very important reasons. First, redundancy and disaster recovery operations that will allow either vendor to receive and route any wireless 911 call to any PSAP in the State of Indiana or the bordering counties in Michigan, Ohio, Kentucky and Illinois. Second, this is the means in which Indiana will the PSAPs which are in a legacy environment to an i3 IP enabled platform. The end result is that the entire state will be i3 compliant and NG operational.

Completion date is 18 to 24 months.

	Question	Total PSAPs Accepting Texts
5.	During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	88
	Question	Estimated Number of PSAPs that will Become Text Capable
6.	In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	10



J. <u>Description of Cybersecurity Expenditures</u>

Question		k the iate box	If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	Yes	No	

	Question	Total PSAPs
many PSAPs i	nual period ending December 31, n your state either implemented a am or participated in a regional o	cyber

	Question	Yes	No	Unknown
3.	Does your state or jurisdiction adhere to the National Institute of Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?			



K. Measuring Effective Utilization of 911/E911 Fees

1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (e.g., Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.

Indiana has not conducted an assessment as described.